

For Commission Use Only:

Case:

03-0186

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

# FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Scott R. Wallace  
Against (Utility name): SBC/Ameritech  
As to (Reason for complaint) Violation of ICC Sections Listed below  
For more Detail - "See Attached page ~~under~~ - "Reason  
For Complaint"  
in Wheeling Illinois.

## TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1776 Delaware Trail  
The service address that I am complaining about is 1776 Delaware Trail '00090  
My home telephone is [847] 368-0533  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 368-0533  
(Full name of utility company) S.B.C / Ameritech (respondent) is a public utility and is subject  
to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Section(s) 735.70<sup>1</sup>-(b)(g), Section(s) 735.70<sup>2</sup>(g<sup>1</sup>)(g<sup>2</sup>)(i<sup>1</sup>)(i<sup>2</sup>)  
Section(s) 735.130(b)(3)(h)(J), Sections 757<sup>Part B</sup>, <sup>Part C</sup>

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SBC/Ameritech has previously made several attempts to add unnecessary charges and add unwanted services - For more explanation "see attached page - under - Complaint" The amount of the disputed services is: \$403.17

Please clearly state what you want the Commission to do in this case:

Set hearing to Discuss Facts and Rule Accordingly as stated in ICC Acts under Title 83 Part 735 and order SBC/Ametech to drop questionable charges

See Attached page - "Action Requested"

Date: March 13th, 2003  
(Month, day, year)

Complainant's Signature

Scott R. Wallace  
Scott R. Wallace

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

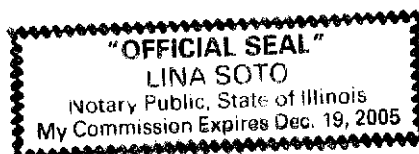
A notary public must witness the completion of this part of the form.

I, Scott R. Wallace, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Scott R. Wallace

Subscribed and sworn/affirmed to before me on (month, day, year) 03-13-03

Notary Public (Illinois)



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.